

Communication Models

Responding to emotional cues

The NURSE mnemonic

N - Name it

"...it sounds like you've been worried about what's going on..."

U - Understand the core message:

"...if I understand you correctly, you are worried about what to say to your family and how they will react..."

R - Respect /Reassurance at the right time:

"...I'm really impressed that you've continued to be independent ...".

S - Support:

"... would you like me to talk to your family about this..."

E - Explore:

"... I notice that you're upset, can you tell me what you're thinking?"

The NURSE mnemonic has been reproduced from Back A, Arnold R, Tulsky J. Mastering communication with seriously ill patients: balancing honesty with empathy and hope. Cambridge University Press; 2009 Mar 2.

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